

## PROFILE

Assistant Housekeeping Manager i have with over 14 year of experience with background including operation finance and accounting budgeting and forecasting, profit and loss, administration recruiting and staff development quality assurance marketing sales and public relation increase efficiency, reduce the coast, and increased profit through utilization of strong troubleshooting and problem resolution skill.

## EDUCATION

### Diploma, IIMES

India | 2002 May - 2004 May

## EMPLOYMENT HISTORY

### Assistant Housekeeping Manager, Luxe Grand Hotel And Apartment

Dubai | 2021 June - 2021 August

- \* Assign duties to members of staff
- \* Inspect the environment within the organization to ensure it meets the minimum best practice throughout the organization
- \* Develop minimum standards for prospective members of his department and minimum standards for rating the work
- \* Listen to customers' complaints and ensure that the complaints are addressed efficiently and effectively
- \* Stand-in for any member of staff that is unavailable to carry out their duties in order to prevent any unfilled gap
- \* Responsible for ensuring dirty laundries are timelessly and appropriately cleaned
- \* Order supplies for the housekeeping department
- \* Ensure efficient use of departmental resources
- \* Direct all housekeeping activities
- \* Maintain good relationship with customers and/or clients and suppliers of housekeeping items
- \* Maintain good relationship with managers of other units in the organization.



## MOHAMMED QAYUM MULLA

ASSISTANT  
HOUSEKEEPING  
MANAGER



mohammedqayum.mulla@gmail.com

### Birth Date

22-06-1981

## SKILLS

Time Management Skills. Attention To Detail. Communication Skills. Interpersonal Skills. Flexibility. Customer Service. House keeping Hard Skills.

## LANGUAGES

English

Hindi

Urdu

Kannada

### **Main Achievements:**

- Employee of the Month, December 2015
- Appreciation Certificate from the GM
- Departmental Trainer for the new colleagues
- Supervisor of the month January 2019

### **Assistant Housekeeping Manager, Two Season Hotel And Apartment**

Dubai | 2019 November - 2021 June

- Assists the Executive Housekeeper in managing and directing of the day-to-day operations of all Housekeeping and laundry functions. Participates in and enforces quality assurance for Housekeeping Department and department cost control measure
- To assist in overseeing the laundry, uniform room, gardening department and mini bar ensuring that procedures are accurately followed and are as per hotel standards To assist in inventory control, purchasing, and disbursement for all aspects of housekeeping Operations
- To assist in monitoring the standard of work carried out by contractors engaged by the hotel to ensure it meets the agreed quality conduct frequent checks of guest rooms, public areas and back of house areas, service procedures, standards of cleanliness and hygiene, repair and maintenance, employee grooming, and manning levels are in order and takes appropriate action where necessary.

### **Main Achievements:**

- Assist the Executive Housekeeper in Setting up the SOP for the entire Housekeeping operation
- Reduced cleaning supplies cost by 33% BY suggesting alternatives to expensive brands.
- Increased guest satisfaction by employing round the clock cleaning services for guests arriving during the nocturnal hours.
- Designed and implemented core housekeeping policies and procedures that are still being followed by the hotel.
- Created strict housekeeping schedules which decreased absenteeism by 88%.
- Trained more than 60 employees to work as members of the housekeeping staff.
- Strategized cleaning activities thereby ensuring that no floor is left unattended at

any point during the day.

- Systematized solid supplies inventory system that brought down supplies misuse and.
- In charge of directing and managing the work of the housekeeping attendants, assign work duties, evaluate performance, and train new colleagues in policies and procedures, as well as operation of cleaning and maintenance equipment.

## **Senior Housekeeping Supervisor /HK Administrator, Two Season Hotel And Apartment**

Dubai | 2019 January - 2019 October

- In charge of overseeing and directing the cleaning activities for the hotel, prepare and plane the work schedules in advance, handles customer service and complaints as well.
- Order Cleaning materials and new items to ensure my team has the proper tools to perform their job duties.
- Train all colleagues on procedures and policies to achieve the highest level of service with meeting the standard operating producers.
- Communicated repair needs to maintenance staff. Adhered to safety protocols by enforcing proper equipment usage.
- Surpassed sales goals by improving service delivery.
- Monitored priorities and liaised between maintenance team and management, delegating tasks to complete on time.
- Analyzed and identified equipment failure root causes and initiated correction actions.

Developed and implemented employee incentive programs to promote top performance.

- Procured pricing information from various vendors to support cost-effective purchasing.
- Supervised 10 employees, including scheduling, training and performance monitoring.
- Drove continuous commitment to product quality and safety, reducing downtime and overtime with effective budgeting and assignation of talents as well as resources.
- Coordinated daily workflow through task prioritization and concise scheduling. Rolled out improved training programs for maintenance employees.
- Manage the Housekeeping office.

- Receive all incoming calls and respond accordingly
- Allocate room and task lists to team members
- Ensure keys are issued in line with security procedures
- Log and store all lost property after each shift; send lost property to guests in line with procedures
- Manage guest requests and inquiries immediately
- Ensure all relevant guest information is communicated to Housekeepers
- Carry out administrative and IT duties
- Organize and control extra duties and special tasks
- Report all necessary maintenance daily and log all jobs
- Liaise with Reception and Guest Relations to ensure all information is communicated efficiently and promptly
- Ensure that communication has been clear and consistent to all shifts
- Control staff dry cleaning and guest laundry in and out of the department
- Update system regularly to give maximum room return to the hotels active inventory
- Handle emergencies if and when they occur in the department
- Ensure all team members adhere to Health and Safety Regulations
- Carry out any other reasonable task set by the Hotels Management

## **Housekeeping Supervisor , Gloria Hotel And Apartment**

Dubai | 2016 January - 2018 December

Housekeeping Supervisor responsibilities include organizing employee shifts, training and motivating team members and checking private and public areas for tidiness. To be successful in this role, you should have a good understanding of sanitation regulations and team management

Abilities.

Train housekeepers on cleaning and maintenance tasks

Oversee staff on a daily basis

Check rooms and common areas, including stairways and lounge areas, for cleanliness

Schedule shifts and arrange for replacements in cases of absence

Establish and educate staff on cleanliness, tidiness and hygiene standards

Motivate team members and resolve any issues that occur on the job

Respond to customer complaints and special requests

Monitor and replenish cleaning products stock including floor cleaner, bleach and rubber gloves

Participate in large cleaning projects as required

Ensure compliance with safety and sanitation policies in all areas

## **Housekeeping Attendant , Gloria Hotel And Apartment**

Dubai | 2011 March - 2015 December

Greeting guests and responding to queries.

Changing bed linen and making beds.

Replacing used towels and other bathroom amenities, such as shampoo and soap.

Sweeping and mopping floors.

Vacuuming carpets.

Dusting and polishing furniture.

Emptying trash containers and ashtrays.

Restocking beverages and food items in the mini bar.

Cleaning public areas, such as corridors.

Reporting any technical issues and maintenance needs.

Updating status of guest rooms on assignment sheet.

Returning and restocking cleaning cart at shift end.

## **HOBBIES**

Playing Cricket, reading books, watching movies,

## **REFERENCES**

**Mr. Mrad Khoury ( GM) , Luxe Grand Hotel And Apartment**

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